

Customer Participation Agreement

I acknowledge and understand the following:

- I understand that as part of this pilot program, I will receive the Flume Smart Water System for the discounted price of \$49 plus tax. The retail price is \$199 plus tax and shipping.
- I will be billed for water consumption based only on measurements from the California American Water meter. The Flume Smart Water System provides detailed information on daily water use. Its readings will not match the total monthly reads from the California American Water meter, which might be read in different units and do not always coincide with the calendar month.
- This offer is non-transferable. The Flume Smart Water System must be installed at the property associated with the account that received the offer. I understand that California American Water may charge \$150.00 on my water bill if the Flume Smart Water System is installed at another location.
- I must install the Flume Smart Water System within 30 days of delivery, or I must otherwise return it to my local California American Water office to initiate the refund request or contact Flume directly.
- I am the account holder of the property where the Flume Smart Water System will be installed and understand, by accepting this offer, I own the Flume Smart Water System device.
- I am physically able to install the Flume Water Sensor, which is part the Flume Smart Water System, on my water meter, which may require bending over my in-ground meter box and working with my home Wi-Fi system. For assistance with installing the Flume Water Sensor on your meter please call your local California American Water Conservation specialist.
- My home has Wi-Fi and should for the next year of the pilot.
- I am able to plug the Flume Bridge, which is part of the Flume Smart Water System, into a power outlet inside my home and am able to connect it to my home's Wi-Fi. This process is similar to installation of other smart home technology.
- I have a smartphone (iOS or Android) or other mobile device and I agree to accept Flume notifications when sent through the mobile app. Feedback on the notifications is an important pilot component. I understand that if I disable these messages, I could miss key information such as increases in my water use or leak alerts.
- The Flume Smart Water System presents no guarantee for reductions in water use.
- I hereby allow Flume to share water use data with California American Water, in part to assist California American Water in determining the potential water savings of this device.
- As a part of the pilot program, I agree to keep the Flume Smart Water System installed for one year.
- I agree to install Flume Smart Water System without tampering with my meter in any other way.
- I agree to participate in at least one online follow-up survey conducted by California American Water.

- To the fullest extent permitted by law, by signing this Participation Agreement, I, as well as my heirs, successors, and assigns shall indemnify and hold harmless California-American Water Company, and its respective affiliates, officers, directors, employees and agents from and against any and all liabilities, claims, losses, obligations, damages, fines, civil penalties, judgments, costs, expenses of any kind or nature including, but not limited to, interest, court costs, and reasonable attorney fees, arising from this Participation Agreement, except to the extent such Claim arises from the sole negligence or willful misconduct of the California American Water, its officers, directors, employees, or agents.